

Amendments to the Claims:

1-62. (Canceled)

63. (Currently Amended) A method for managing information with respect to a ~~controlled environment~~ prison facility, said method comprising:

providing an information management system ~~engine~~ integrating goods acquisition functionality and telephone calling functionality;

establishing accounts associated with inmates ~~residents~~ of said ~~controlled environment~~ prison facility;

using said information management system ~~engine~~ to conduct transactions associated with inmates ~~residents~~ of said ~~controlled environment~~ prison facility, said transactions including at least goods acquisition and telephone calling services, wherein payment for said acquisition of said goods and said telephone calling services of ones of said transactions is provided using appropriate ones of said accounts;

~~determining when a funds level of a particular one of said accounts associated with a particular goods acquisition transaction is too low; and~~

~~utilizing said telephone calling services of said information management engine to facilitate said goods acquisition transaction.~~

presenting a menu of available services to an inmate, the available services including initiating a telephone call, ordering physical goods from a commissary within the prison facility, and ordering selected physical goods for delivery to a person outside the prison facility;

receiving a selection from the inmate indicating ordering of the selected physical goods for delivery to a person outside the prison facility;

charging an appropriate one of said accounts associated with the inmate for the selected physical goods; and

delivering the selected physical goods to the person outside the prison facility, the person designated by the inmate.

64. (Currently Amended) The method of claim 63, wherein said establishing accounts associated with inmates ~~residents~~ of said ~~controlled-environment~~ prison facility comprises:

establishing an account for the benefit of a particular inmate ~~resident~~ of said ~~controlled-environment~~ prison facility.

65. (Currently Amended) The method of claim 64, wherein establishing an account for the benefit of a particular inmate ~~resident~~ is accomplished by a person outside of said ~~controlled-environment~~ prison facility.

66. (Currently Amended) The method of claim 64, wherein establishing an account for the benefit of a particular inmate ~~resident~~ comprises:

establishing one or more purposes for which said account is to be used.

67. (Currently Amended) The method of claim 64, wherein establishing an account for the benefit of a particular inmate ~~resident~~ comprises:

establishing limits with respect to the extent to which said account may be used in conducting one or more types of transactions.

68. (Currently Amended) The method of claim 64, wherein establishing an account for the benefit of a particular inmate ~~resident~~ comprises:

designating a responsible party, other than said particular inmate ~~resident~~, to be contacted for increasing said funds level when determined to be too low.

69. (Currently Amended) The method of claim 68, further comprising: ~~wherein said-
utilizing said telephone calling services to facilitate said goods-acquisition transaction comprises:~~

detecting when the particular inmate places ~~placing~~ a call to said responsible party using said information management ~~engine to acquire additional funds~~ system; and

interrupting the call between the particular inmate and said responsible party to play a
message soliciting additional funds from the responsible party.

70. (Currently Amended) The method of claim 69, wherein said call is placed contemporaneously with the inmate ordering of the selected physical goods for delivery to a person outside the prison facility ~~a resident attempting said particular goods acquisition transaction~~.

71. (Canceled)

72. (Currently Amended) The method of claim 69 ~~claim 71~~, further comprising: setting a flag with respect to said responsible party ~~designated by said resident~~ when said funds level is determined to be too low, said interacting with said responsible party being accomplished through reference to said flag a next time a call is placed to said responsible party.

73. (Currently Amended) The method of claim 63, wherein said using said information management system engine to conduct transactions comprises:
using interactive voice response to interface with users of said information management system engine.

74. (Original) The method of claim 73, wherein said interactive voice response includes voice command recognition.

75. (Currently Amended) The method of claim 63, wherein said using said information management system engine to conduct transactions comprises:
using biometric user identification technology.

76. (Original) The method of claim 75, wherein said biometric user identification technology is selected from the group consisting of:
voice print technology;
finger print technology;
iris print technology; and
retinal print technology.

77. (Currently Amended) The method of claim 63, further comprising: wherein said using said information management engine to conduct transactions comprises:

using said information management information to deliver delivering items to an inmate a resident of said controlled environment prison facility as ordered by said inmate resident.

78. (Currently Amended) The method of claim 63, further comprising: wherein said using said information management engine to conduct transactions comprises:

using said information management information to deliver delivering items to an inmate a resident of said controlled environment prison facility as ordered by a person outside of said controlled environment prison facility.

79. (Canceled)

80. (Currently Amended) A computer program product having a computer readable medium having computer program logic recorded thereon for use in managing information with respect to a ~~controlled environment~~ prison facility, said computer program product comprising:

code for providing information management services integrating goods acquisition functionality and telephone calling functionality;

code for establishing accounts associated with inmates ~~residents~~ of said ~~controlled environment~~ prison facility;

code for using said information management services ~~engine~~ to conduct transactions associated with inmates ~~residents~~ of said ~~controlled environment~~ prison facility, said transactions including at least goods acquisition and telephone calling services, wherein payment for said acquisition of said goods and said telephone calling services of ones of said transactions is provided using appropriate ones of said accounts;

~~code for determining when a funds level of a particular one of said accounts associated with a particular goods acquisition transaction is too low; and~~

~~code for utilizing said telephone calling services of said information management engine to facilitate said goods acquisition transaction.~~

code for presenting a menu of available services to an inmate, the available services including initiating a telephone call, ordering physical goods from a commissary within the prison facility, and ordering selected physical goods for delivery to a person outside the prison

facility;

code for receiving a selection from the inmate indicating ordering of the selected physical goods for delivery to a person outside the prison facility;

code for charging an appropriate one of said accounts associated with the inmate for the selected physical goods; and

code for scheduling delivering the selected physical goods to the person outside the prison facility, the person designated by the inmate.

81. (Currently Amended) The computer program product of claim 80, wherein said code for establishing accounts associated with inmates ~~residents~~ of said ~~controlled environment~~ prison facility comprises:

code for establishing an account for the benefit of a particular inmate ~~resident~~ of said ~~controlled environment~~ prison facility.

82. (Currently Amended) The computer program product of claim 81, wherein said code for establishing an account for the benefit of a particular inmate ~~resident~~ comprises:

code for establishing one or more purposes for which said account is to be used.

83. (Currently Amended) The computer program product of claim 81 wherein said code for establishing an account for the benefit of a particular inmate ~~resident~~ comprises:

code for establishing limits with respect to the extent to which said account may be used in conducting one or more types of transactions.

84. (Currently Amended) The computer program product of claim 81, wherein said code for establishing an account for the benefit of a particular inmate ~~resident~~ comprises:

code for designating a responsible party, other than said particular inmate ~~resident~~, to be contacted for increasing said funds level when determined to be too low.

85. (Currently Amended) The computer program product of claim 84, further comprising: wherein said code for utilizing said telephone calling services to facilitate said goods acquisition transaction comprises:

code for detecting when the particular inmate places ~~placing~~ a call to said responsible party using said information management system; and ~~engine to acquire additional funds.~~

code for interrupting the call between the particular inmate and said responsible party to play a message soliciting additional funds from the responsible party.

86. (Canceled)

87. (Currently Amended) The computer program product of claim 80, further comprising:

code for setting a flag with respect to said responsible party ~~designated by said resident~~ when said funds level is determined to be too low, said interacting with said responsible party being accomplished through reference to said flag a next time a call is placed to said responsible party.

88-95. (Canceled)

96. (New) The method of claim 63, wherein delivery of the selected physical goods to the person outside the prison facility is performed by a business service provider located outside of the prison facility.

97. (New) The computer program product of claim 80, wherein delivery of the selected physical goods to the person outside the prison facility is performed by a business service provider located outside of the prison facility.